

CITY OF SAN ANTONIO



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| Administrative Directive | AD 5.5 Cable Television Connections |
| Procedural Guidelines | Policy and procedures for approval and funding of cable television connections |
| Department/Division | Finance Department |
| Effective Date | July 1, 2010 |
| Project Manager | Jeff Pullin, Public Utilities Manager, Finance Department |
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Purpose

This policy establishes the procedures to be used by City of San Antonio (City) officials to request and properly fund connections of cable television service from a ***cable service provider*** where ***City facilities*** are located and it identifies which City officials/employees are authorized to receive cable television service.

Policy

The guidelines outlined in this administrative directive shall apply to all requests and funding of those ***cable television connections*** established for the City of San Antonio.

This administrative directive applies to all employees to include civil service, non-civil service, and uniformed personnel while they are in a ***City facility*** whether or not they are on duty.

Exceptions: This policy excludes Fire Stations that have individual/private ***cable television connection accounts***.

Policy Applies To

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| <input type="checkbox"/> External & Internal Applicants | <input checked="" type="checkbox"/> Current Temporary Employees |
| <input checked="" type="checkbox"/> Current Full-Time Employees | <input type="checkbox"/> Current Volunteers |
| <input checked="" type="checkbox"/> Current Part-Time Employees | <input checked="" type="checkbox"/> Current Grant-Funded Employees |
| <input checked="" type="checkbox"/> Current Paid and Unpaid Interns | <input type="checkbox"/> Police and Fire Academy Trainees |
| <input type="checkbox"/> Uniformed Employees Under Collective Bargaining Agreements | |

Definitions

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| Cable Reconciliation ("Walkthrough") | A reconciliation process completed by Time Warner Cable Inc. and the Finance Department during the months of June and July 2007. The walkthrough consisted of physically counting all cable and video drop connections within all City facilities. |
| Cable Service Provider(s) | An entity that installs and provides television cable service in City facilities. |
| Cable Television Connection(s) | A television cable drop connection in a City facility from a cable or video service provider. |
| Courtesy Cable Television Connection(s) | A television cable drop connection in a City facility from a cable or video service provider that is provided at no cost to the City. |
| City Facility(ies) | To include owned and leased buildings; it is where City offices are operated by City staff except Fire Stations. |
| Finance Department | The department authorized to monitor and enforce compliance with this administrative directive. The Finance Department, Public Utilities Division is responsible for managing installations, removal, or relocations of cable connections as well as the accountancy for billing and budget purposes. Thus, Finance Department and Public Utilities Division are used interchangeably throughout this administrative directive. |
| New Connection | A television cable drop connection in a City facility active on or after the date of the cable reconciliation process. It will also include a transfer/relocation of cable service requests. |
| Non-Courtesy Cable Television Connection(s) | A television cable drop connection in a City facility from a cable or video service provider that is subject to the business class retail cost. |
| Request (Cable Installation, Deletion, Transfer) Form | Form used to formally request an installation, removal, or transfer of television cable service. |
| Retail Cost | The minimum service price to the City for an active cable drop connection established by the cable service provider. <i>Service price does not include equipment, sales tax, franchise fees, and FCC user fees.</i> |

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| Supervisor of Public Utilities | This position is appointed and chartered by City Council and currently the Chief Financial Officer. Thus the Chief Financial Officer (CFO) and Supervisor of Public Utilities are used interchangeably throughout this administrative directive. |
| Transfer/Relocation | The physical movement of an active cable television connection from one location to another. Once an account is transferred/relocated it will be considered a new account/connection and subject to the business retail class cost |
| Policy Guidelines | |
| APPROVED CABLE CONNECTIONS | The <i>Finance Department</i> will maintain a list that delineates, by job title, which City officials/employees are authorized to receive cable service in a <i>City facility</i> , which identifies certain public areas and conference rooms associated with City officials that are authorized for <i>cable television connections</i> . Exhibit A, Approved Cable Connections, provides a listing for eligible officials/employees, offices, and areas. Exhibit A is a working document. City officials/employees directly serving the public will be granted authority to request <i>cable television connections</i> on a case-by-case basis. Finance will only approve officials or certain public areas/conference rooms listed on Exhibit A, unless there is proper justification. Any questions regarding eligibility should be directed to the <i>Finance Department</i> . |
| MONITORING AND ENFORCEMENT OF THIS POLICY | <p>The <i>Finance Department</i> will be responsible for monitoring and enforcing the activities of this policy and will serve as the only liaison between the <i>cable service provider</i> and the City. City employees are prohibited from initiating direct contact with the <i>cable service provider</i> related to governmental cable connections. Should an employee of the City discover a violation that requires a disconnection, he/she should immediately notify the <i>Finance Department</i>.</p> <p>The City will initiate any necessary administrative action as specified herein for unauthorized cable service. The City does not condone the activity of any City official/employee who utilizes the cable service without the authorization noted herein.</p> |

**PROCEDURE FOR
INSTALLATION,
REMOVAL, OR
RELOCATION OF A
CABLE TELEVISION
CONNECTION**

This policy establishes the procedures to be used by City officials/employees to request, remove, relocate or repair a connection of cable television service from a *cable service provider*.

A department is considered to have a new account if it did not have a functioning governmental courtesy cable connection in its facilities by the date of the *cable reconciliation* by Time Warner Cable Inc. and the City, regardless of whether it is a new or transferred/relocated connection. All accounts active before the *cable reconciliation* process will be considered a *courtesy television cable connection* unless its account status changes. All accounts active after the *cable reconciliation* process will be considered a *non-courtesy connection* and subject to the business class retail cost.

Exception: New connections and transfers within City Hall (100 Military Plaza) will still be considered a *courtesy cable television connection* after changes in account status.

1. Request for Installation/Removal/Relocation of Cable Connection

All requests for cable television service, including installation, removal, or relocation, must be submitted in writing. The *Request Form (Attachment A)* and procedures on how to complete the form can be received by contacting the *Finance Department*. Accompanying the request should be justification for the need of the installation, removal, or relocation of cable television service. The *Request Form* must be authorized by a Department Director, the City Manager's Office, or City Council Offices, and should be submitted to the Chief Financial Officer. Each request will be reviewed in accordance with this policy. Once the request is approved by the *Finance Department*, it will be processed and sent to the *cable service provider*. The *cable service provider* will forward a Customer Service Order form or a contract and Finance will coordinate with each department for signature.

**PROCEDURE FOR
INSTALLATION,
REMOVAL, OR
RELOCATION OF A
CABLE TELEVISION
CONNECTION (Continued)**

If a request is denied by the *Finance Department* and/or the *cable service provider*, then a written notification will be forwarded to the City department initiating the request, stating the reason(s) why the request was not granted.

The *cable service provider* will not provide connections to any City official/employee or *City facility* unless there is authorization from the requesting department's Director and approval from the Chief Financial Officer.

Once work has been completed by the *cable service provider*, the departments will forward all completed cable work orders to the *Finance Department*.

Note: Under no circumstance will a City official/employee be allowed to move, relocate, or otherwise tamper with cable outlets, receptacles or wires in City facilities.

2. Level of Cable Television Service

City officials/employees that are authorized to receive cable television service are allowed to have the basic and/or standard tier service excluding any premium and/or pay-per-view channels. This section of the directive does not apply to Fire Stations that may have individual/private accounts.

Exception: If additional tiers/channels are needed, justification must be presented on the request form and it will be reviewed by the Chief Financial Officer.

3. Cable Outages

All cable service outages should be reported to the *Finance Department*, who in turn will notify the *cable service provider* detailing the circumstances, including the location/address and point of contact. Exceptions will be made for facilities that are involved in emergency management.

**COSTS ASSOCIATED
WITH CABLE TELEVISION
CONNECTIONS**

There will be a one-time installation fee along with a recurring monthly fee for new connections. There will also be fees associated with the transfer or relocation of service. The departments will be required to pay the one-time installation fee for all new connections and transfer/relocation fees once services are rendered by the *cable service provider*. **All transfers/relocations will be considered new connections and subject to the business class retail cost of service.** Initial charges can be found on the Customer Service Order form or contract signed by the department. Any connections established before the reconciliation process will still be considered a courtesy connection unless their account status changes.

**PROCEDURE FOR
PAYMENT AND
ACCOUNTING OF CABLE
TELEVISION
CONNECTIONS**

Calculations of the funds for *cable television connections* are included in the City's Annual Budget Process if the connection is considered new or the department forecasts a transfer/relocation of their active cable connection to another location during the upcoming fiscal year. For proper billing, it is imperative that departments forward all request forms for installation, relocations, or removals to the *Finance Department* in a timely manner.

Departments will receive monthly invoices from the *cable service provider*. Those invoices should be charged to GL 5403090 (New Cable Connection and Transfer Fee) in a timely manner by the department. If there are discrepancies on the invoice and there has been timely notification, the *Finance Department* will take action to resolve the differences with the *cable service provider*. If transfer/relocation fees are imposed, fees will be collected by the *cable service provider* at the time services are rendered.

The financial allocations in this administrative directive are subject to approval by the Chief Financial Officer. The Chief Financial Officer may correct allocation to specific SAP Fund Numbers, SAP Project Definitions, SAP WBS Elements, SAP Internal Orders, SAP Fund Centers, SAP Cost Centers, SAP Functional Areas, SAP Fund Reservation Document Numbers and SAP GL Accounts as necessary to carry out the purpose of this administrative directive.

IMPLEMENTATION

The effective date of this administrative directive shall be July 1, 2010.

Roles & Responsibilities

Departments

Department Heads shall:

- Limit *cable television connections* to those areas that have a business need (with the exception of Fire Stations that may have individual/private accounts);
- Approve only the authorized tier of cable service;
- Be expected to monitor the number of *cable television connections*, associated expenses, and to notify the *Finance Department* of any discrepancies;
- Payment of all invoices in a timely manner to the *cable service provider*;
- Submit any claims, work orders to remove, relocate or repair a connection, invoices, and all other documents to the *Finance Department*.

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| <p>Employees</p> | <p>Individual employees are expected to:</p> <ul style="list-style-type: none"> • Be conscience of the criteria established in this administrative directive; • Obtain prior departmental authorization to request a <i>cable television connection</i>; • Utilize <i>cable television connections</i> for the appropriate business need to include: <ul style="list-style-type: none"> ○ Obtaining information necessary for their respective job function, ○ Public safety, ○ Public viewing areas/rooms; and/or, ○ Educational purposes. |
| <p>Finance Department</p> | <p>The <i>Finance Department</i> shall:</p> <ul style="list-style-type: none"> • Review all requests for <i>cable television connections</i>. Such a review shall include a determination on whether the <i>cable television connection</i> is necessary and a determination of the reasonableness of the anticipated expenditures; • Act as liaison between the City and the <i>cable service provider</i>; • Provide appropriate forms for a request, removal, or relocation of a <i>cable television connection</i>; • Monitor and enforce this policy; • Reconcile the number of <i>cable television connections</i> in all <i>City facilities</i> (physical inventory); • Contact the <i>cable service provider</i> for processing of the submitted cable request; • Work with the <i>cable service provider</i> and each City department to resolve service-related issues (e.g. outages and/or service issues); and, • Maintain all <i>cable television connections</i> and financial records in accordance with this directive (record-keeping). |

This directive supersedes all previous correspondence on this subject. Information and/or clarification may be obtained by contacting the Public Utilities Division.

EXHIBIT A

Approved Positions and Areas

Positions and areas with a need to monitor the Government Channel and/or have a specific business need:

- Mayor and Assistants
- City Council Districts 1 through 10 to include Constituent Offices and selective Staff
- City Manager and selected Staff
- Fire Chief to include Assistant Chiefs and selected Staff
- Police Chief to include Deputy Chiefs and selected Staff
- All Department Directors and Assistant Directors which may include selective Staff
- Mayor and City Manager Meeting Rooms (City Hall and Municipal Plaza)
- Selected Public Relations positions

Educational Facilities:

- Libraries
- Community Centers

Public Safety:

- Fire Department Headquarters, Training Facility, and Fire Stations
- Emergency Operation and Management Centers
- Police Department Headquarters and Substations
- Aviation/Airport Police to include Public Relation Officials
- Selected Break Rooms

Public Viewing Areas/Convenience for Citizens:

- Selected Park Operations and/or Administration
- Facility Operations and/or Administration at Golf Courses
- Facilities where citizens will be stationary for an extended period of time (e.g. SAMHD external facilities and 311 Service Centers)
- Selected Conference Rooms

(1) If you and/or your department do not fit under the criteria of Exhibit A, please provide justification on the request as to why you feel the area has a business need for a cable television connection.

(2) Some facilities and/or areas may have multiple cable television connections.

ATTACHMENT A

TO: Chief Financial Officer
FROM:
SUBJECT: CABLE INSTALLATION/DELETION/TRANSFER REQUEST
DATE:

Requesting Office Information:

Department: Division:
SAP Cost Center: GL#:

Location of Cable Connection:

Cable Account Number:
Office Title:
Individual (s) Name:
Phone Number:
City Facility:
Address:

Office Location (Floor/Suite/Room):
For Transfers - From Address:

Contact Person (s) & Phone Number:

Cable Converter Required? (N/A if cable being deleted)
If Converter is required, provide reason why

Number of cable connections installed/removed/transferred:

Justification:

Submitted By:

Department Director

Approved:

Chief Financial Officer